



## THE AUSTRALIAN CHAMBER OF COMMERCE IN HONG KONG

### Chief Executive – Job Description

#### About the Chamber

AustCham was founded more than 30 years ago to further the business needs and interests of the Australian business community in Hong Kong and Macau. Since then, it has grown to represent approx. 1,000 active members and is one of the largest chambers in Hong Kong. The Chamber's core mission is to:

- Serve its members and enhance the community by building business success
- Provide meaningful networking opportunities between businesses, government and other stakeholders.
- Advocate / be an influencer on issues relevant to members and the Australian community

The Chamber currently has a full time staff (The Secretariat) of five people. It is governed by a board of 16 non-executive directors and the CE reports to the Board. The Chamber has eight committees managed by The Secretariat which represent specific industry groups and/or professional disciplines.

A link to the Chamber's website is provided below:

[www.austcham.com.hk](http://www.austcham.com.hk)

#### The Chamber's Key Focus Areas

- **Business Networking:** The Chamber aims to be the preeminent forum for business networking between members, government and stakeholders.
- **Membership:** The Chamber has a vision to be the most relevant chamber in HK, with a key measure of growing membership numbers and ensuring that current members remain active, involved, engaged and see value in maintaining their member status. This encompasses Platinum, Corporate, Small Business and Individual memberships.
- **Running Key Events:** The Chamber stages, sponsors, or supports a range of events to meet the needs and interests of its members, and these events are also a vital revenue source for the Chamber.

- **Future Business and Strategic Leadership:** The Chamber's mission includes promoting future business opportunities and relationships, as well as being a leader in discussions on future strategic business developments and opportunities in Hong Kong and China.
- **Fostering Active Committees:** The Chamber needs to foster and provide strong support in ensuring that its Committees are active and engaged, in order to leverage subject matter expertise and ensure a vital connection to specific industries, functions and professions. These Committees are the primary platforms that ensure connectivity, relevance and community engagement with members.
- **Advocate / Influence:** An integral part of the Chamber's mission is to communicate the views of the Australian business community to both Hong Kong and Australian governments through formal policy submissions, public relations and social media.
- **Professional Development and Thought Leadership:** The Chamber strives to be a key vehicle of thought leadership in the Hong Kong and Australian business communities as well as providing an unparalleled professional development vehicle for members who are willing to get involved with the Chamber on a deeper basis (most obviously via Committee participation).

## **Chief Executive Profile**

### **Key Responsibilities**

The CE operates in a high profile role and must be capable of strengthening and expanding the strong alliances with key business, government, community and Chamber membership. Specific responsibilities encompass:

1. **Chamber Vision and Strategy:** Developing the immediate and long-term vision and strategic direction of the Chamber for Board approval, and then successfully implementing this strategy
2. **Leadership and Organisation Management:** Providing astute, commercial organisational leadership and day-to-day management in a manner that embodies high governance standards and adds tangible value to staff, committees, members and other stakeholders
3. **Multiple Board oversight and Stakeholder Management:** Effectively balancing the needs of diverse Board directors and external stakeholders in an inclusive, transparent and collaborative manner. Stakeholders include individual members, Platinum and other Corporate members, staff, HK and Australian government representatives, committee members, etc.
4. **Business Performance and Financial Health:** Primary accountability for ensuring the Chamber remains relevant and important to members as well as financially sound and healthy. Key performance indicators will encompass strategic, financial and culture-related measures
5. **Membership Growth and Engagement:** Ensuring high retention/renewal of existing members as well as growth in new membership numbers and revenues and sponsorship funding. This should be aligned

with high engagement levels amongst all member segments including a focus on diversity and inclusion (evidenced by renewal rates, event attendance, committee participation and survey feedback)

6. Delivering Relevant and Profitable Events: Working closely with Committees, Sponsors, Board and/or Members to deliver a calendar of relevant, engaging and well-supported events (both business oriented and social)

7. Advocate / Influence: Driving the ongoing representation and communication of relevant views and interests of the Australian business community to Hong Kong and Australian governments through appropriate advocacy, astute PR and effective harnessing of social media

8. Cultural Health of Organisation: Create a working environment that engenders high staff satisfaction, strong engagement and optimal productivity (evidenced by low unwanted turnover, staff satisfaction surveys and service delivery efficiency)

### **Relevant Experience and Skill Sets**

- Strong strategic thinking and planning capability, with a demonstrated ability to develop and implement astute business strategies
- High levels of commercial “savvy” (with Hong Kong and China business) and organisational awareness, incorporating the ability to effectively anticipate and skillfully manoeuvre through complex and politically sensitive situations
- Proven ability to provide dynamic and inspirational leadership with high energy and enthusiasm, embodying high levels of personal gravitas and authority
- Excellent people leadership and management skills, with a proven track record of building / motivating / retaining diverse, high performing teams in an inclusive and collaborative work environment
- Advanced influencing and management skills, embodied in the ability to build alignment and engagement in complex environments with multiple (and often competing) interests
- Outstanding written and verbal communication skills, with the ability to clearly and compellingly communicate and win support for the Chamber’s Vision and Purpose; the incumbent should be able to present in an authoritative manner that also engages Board, key stakeholders and members
- Digital literacy and understanding of social media including Chinese social media skills to drive the Chamber’s strategy forward
- Strong financial acumen, with a proven ability to deeply understand and protect the immediate and long-term financial health of the organisation as well as manage budgets in challenging environments
- Strong marketing and business development skills (preferably acquired in a membership-based organisation involving segmented marketing and promotion through multiple channels)
- Strong program and project management skills in prioritising multiple initiatives and astutely harnessing financial and people resources (staff, Committees, temporary / contract workforces, etc.) to deliver a complex agenda

- Relevant experience in seeking corporate sponsorship and funding both in Hong Kong and China
- Clear demonstration and embodiment of the highest levels of integrity and engendering of trust

### **Education**

The successful candidate will have an undergraduate degree, with higher level educational qualifications in relevant disciplines being preferred but not essential.

### **Language**

Native English with Chinese language proficiency (in either or both Cantonese and Putonghua) is preferred with other language skills highly regarded.

### **Other**

Whilst the Chamber is a business Chamber, experience in government relations (Australian, Chinese or regional Government) will be highly regarded.

Non-Australian citizens and those based regionally are encouraged to apply however preference will be given to those who are HK based

AustCham is an equal opportunity employer with a commitment to diversity and inclusion

### **Applications**

Interested parties should send their CV no later than February 11 to:

Bina Gupta, Chair CE Search Committee AustCham [austcham@austcham.com.hk](mailto:austcham@austcham.com.hk)

Only short-listed candidates will be invited to interview.